MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2019/2020

BMG1614 - MANAGEMENT

(All sections/ Groups)

02 MARCH 2020
9:00AM-12:00PM
(3 Hours)

INSTRUCTIONS TO STUDENTS:

a. This Question paper consists of 2 pages with 5 Questions only (excluding the cover page).

b. Please answer **ALL** questions. All questions carry equal marks and the distribution of the marks for each question is given.

c. Please write all your answers in the Answer Booklet provided

QUESTION 1 (20 MARKS)

a) Stakeholders are any individual or group who can affect or is affected by the actions, decisions, policies, practices, or goals of the organization. What are the benefits of good stakeholder relationships?

(8 marks)

b) Why is having a strong culture important? What are the differences between strong culture and weak culture?

(12 marks)

QUESTION 2 (20 MARKS)

a) In line with the importance of practicing good ethics in business, the Ministry of Domestic Trade and Consumer Affairs had released a book entitled "Code of Ethics for Malaysian Business". What are the six (6) principles of The Malaysian Business Code of Ethics (Rukun Niaga) that have been established?

(12 Marks)

b) Discuss the contingency factors that favor either the mechanistic model or the organic model of organizational design.

(8 Marks)

QUESTION 3 (20 MARKS)

a) Power is the capacity of a leader to influence work actions or decisions. Because leaders must influence others, we need to look at how leaders acquire power. What are French and Raven's five sources or bases of power?

(10 Marks)

b) A number of environmental forces constrain human resource management activities. What are the external factors that affect the HRM processes?

(10 Marks)

Continued...

QUESTION 4 (20 MARKS)

a) Communication is the transfer and understanding of meaning. Discuss the actions that can be taken in overcoming the communication barriers.

(10 Marks)

b) Letting employees know that their opinions matter is an essential first step in building effective suggestions systems. What are the suggestions to let employees know their input matters?

(10 Marks)

QUESTION 5 (20 MARKS)

a) Performance is the end result of an activity. Managers are concerned with organizational performance. What are the sources of information for measuring performance?

(10 Marks)

b) Managers are responsible for making sure employees' work efforts are of the quantity and quality needed to accomplish organizational goals. Describe the three (3) steps in the control process.

(10 Marks)

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